
**DCSS P3 PROGRAM
PERFORMANCE MEASURES WORKGROUP
JULY 13-14, 2000 MEETING SUMMARY**

A. GENERAL

On Thursday and Friday, July 13 and 14, 2000, the California Department of Child Support Services (DCSS) Policies, Procedures, and Practices (P3) Program held its kickoff meeting at the Clarion Hotel, San Francisco International Airport. After the morning plenary session, the following members of the Performance Measures Workgroup met for the first time:

- ☒ Linda Anisman (Small County Rep – Inyo County)
- ☒ Mica Bennett (FTB Rep)
- ☒ John Braun (DCSS Analyst)
- ☐ Carmen Cody (DCSS Co-Leader)
- ☒ Michael Coleman (DCSS Rep)
- ☒ Sharon Covarrubias (FTB Rep)
- ☒ Marsha Devine (Judicial Council Rep)
- ☒ Lenny Goldberg (Advocates Rep)
- ☒ Susan Green (County Co-Leader – San Diego County)
- ☒ Deborah Harper (SEIU Rep)
- ☒ Rita Hayes-Thompson (Medium County Rep – Ventura County)
- ☒ Alan Hiromura (CSAC Rep)
- ☒ Gail Juiliano (Large County Rep – Los Angeles County)
- ☒ Don Kendig (CSAC Rep)
- ☐ Ken Masuda (CSAC Rep)
- ☒ Sharyn Matsumoto (CSSAS Rep)
- ☒ Liz Mechem (CSSAS Rep)
- ☒ Nancy Melton (County Analyst – Riverside County)
- ☒ Barb Saunders (OCSE Rep)
- ☒ Melanie Snider (Advocates Rep)
- ☒ Mark Whitmore (County Co-Leader – San Diego County)
- ☒ Lillie YeeShiroi (CSSAS Rep)

Attending *ex officio* were:

- ☒ Jim Hennessey, Facilitator (PSI; Friday only)
- ☒ Mike Kaweck, Facilitator (SRA International)

The following meeting summary highlights points covered, material discussed, and decisions made at the kickoff sessions. Comments and corrections should be addressed to Mike Kaweck at *Mike.Kaweck@dss.ca.gov*.

B. SELECTED ISSUES

On Thursday afternoon, July 13, Mark Whitmore, County Co-Leader, managed the discussion exercise of choosing the following “top issues” for the Performance Measures Workgroup as a whole:

1. Define, assess and recommend a set of performance measures that will contribute to the development of California’s child support program as the best in the country.
2. Collect data and establish baselines.
3. Recommend a strategy and set of criteria for developing measurement targets.
4. Recommend a method for periodic reassessment of performance measures.
5. Recommend compliance / accountability strategies.
6. Recommend that performance measures are coordinated with other factors, such as budget constraints, etc.

The Workgroup noted the following obstacles to progress in accomplishing the tasks listed above:

- Problems regarding Federal and State strategic goals (Conflicts between them? Existence of State Goals? Understanding the link between established goals and measures)
- Collecting accurate and reliable data may be very difficult
- Validation of collected data may be very difficult
- It may be difficult to assure that the performance measures do not overlook the purpose of helping kids in favor of the purpose of meeting State and Federal mandates in order to bring money into the program
- Diversity and size of the State – logistical problems in establishing performance measures that will work for all counties

In the morning session on Friday, July 14, the Workgroup defined their final target accomplishment goals:

1. Conduct a review of State and Federally mandated performance measures.
2. Define the mandated measures.
3. Recommend relative weighting for selected measures.
4. Identify and recommend additional performance measures.
5. Review the methodology currently employed for the collection of data by State and Local agencies.
6. Recommend a methodology for establishing baseline performance data.
7. Recommend a methodology for establishing performance targets.

[On August 9, in reviewing these minutes, Edwina Young suggested that the Workgroup examine the federal presentation from the NCSEA Conference.]

These goals represent a reduction in scope to the original Short Term Goals established by the Steering Committee for this workgroup. Specifically, the workgroup does not anticipate

it will have the time to conduct a thorough analysis of the existing performance data, and will therefore concentrate on an analysis of the methodologies employed for data collection. Additionally, due to anticipated time constraints, the workgroup will not establish baseline data, but will recommend a methodology for doing so. Similarly, the workgroup will recommend a methodology for the establishment of performance targets, rather than define the targets themselves.

In the afternoon session on Friday, July 14, the Workgroup developed a tentative agenda for accomplishing these goals. The plan was crafted to fit within the bounds of five workgroup meetings, acknowledging that the fifth meeting must be devoted to the creation of the draft recommendations. Action Items that had been identified throughout the day were assigned to workgroup members.

C. NEXT STEPS

The next Performance Measures workgroup meeting is scheduled for Wednesday, July 19, 2000 from 10:00 a.m. to 3:30 p.m. at the offices of DCSS in Sacramento, CA.